

KEY SERVICE DELIVERY RESPONSIBILITIES OF MUNICIPALITIES

STRONG SERVICES.
STRONG COMMUNITIES.
BETTER LIVES.



WATER &
SANITATION



ELECTRICITY



HOUSING



WASTE
MANAGEMENT



ROADS &
TRANSPORT



COMMUNITY
SERVICES

WHAT ARE MUNICIPAL SERVICES?

Local municipalities are responsible for providing the basic services that make communities liveable, safe, and sustainable.

These services touch every part of daily life – from the water you drink to the rubbish being collected outside your home.



MUNICIPALITIES DELIVER THE SERVICES YOU RELY ON EVERY DAY.

- ✓ They plan, build and maintain infrastructure.
- ✓ They manage resources responsibly.
- ✓ They work to improve your quality of life.

KEY SERVICES WE ALL DEPEND ON



WATER & SANITATION



ELECTRICITY



HOUSING



WASTE MANAGEMENT



ROADS & TRANSPORT



COMMUNITY SERVICES



WHY THESE SERVICES MATTER

These services are the foundation of a strong and healthy community. When they work well, people can live, learn, work and raise families with dignity and safety.



WHEN SERVICES ARE DELIVERED WELL, COMMUNITIES THRIVE



People are healthier and safer.



Children can learn in better environments.



Businesses grow and create jobs.



Communities are stronger and more connected.



Our environment is protected for future generations.

KEY SERVICE 1



WATER AND SANITATION

Clean water and safe sanitation are essential for healthy, dignified communities.

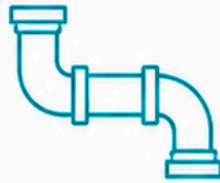


WHAT MUNICIPALITIES MUST DO



1 SUPPLYING CLEAN WATER

Making sure every household, school, clinic, and business has safe, drinkable water.



2 MAINTAINING INFRASTRUCTURE

Fixing broken pipes, replacing old water meters, and protecting dams and reservoirs.



3 PROVIDING SANITATION

Providing proper toilets, sewage systems, and wastewater treatment plants.



WHY IT MATTERS

Without clean water and safe sanitation, communities face disease outbreaks, poor hygiene, and daily hardship.





KEY SERVICE 2

ELECTRICITY

Reliable electricity powers our homes, businesses, schools, and public facilities.

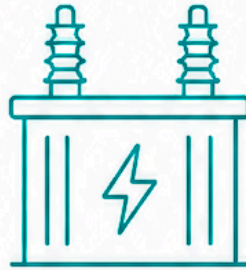


WHAT MUNICIPALITIES MUST DO



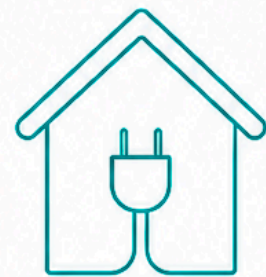
1 DISTRIBUTION

Municipalities (or Eskom in some areas) provide electricity to homes, businesses, and public facilities.



2 INFRASTRUCTURE UPKEEP

Maintaining substations, transformers, and streetlights so that electricity is delivered safely and reliably.



3 CONNECTIONS

Ensuring new households are connected to the grid where possible.



WHY IT MATTERS

Electricity is essential for cooking, studying, running businesses, and safety at night. Poor management leads to frequent outages and unsafe conditions.





KEY SERVICE 3

HOUSING

Decent, safe, and affordable housing improves quality of life and strengthens our communities.



WHAT MUNICIPALITIES MUST DO



1 PROVIDE ACCESS TO HOUSING

Planning and supporting the development of affordable housing so that more families have a place to call home.



2 MAINTAIN EXISTING HOUSING

Ensuring municipal rental housing is safe, well-maintained, and meets basic living standards.



3 SUPPORT HOUSING PROGRAMMES

Working with government and partners to deliver housing subsidies and support services to those in need.



WHY IT MATTERS

Good housing protects families from health risks, improves educational outcomes, and helps build safer, stronger communities.



KEY SERVICE 6



WASTE MANAGEMENT

Effective waste management protects the environment, improves public health, and creates cleaner, safer communities.



WHAT MUNICIPALITIES MUST DO



1 COLLECT WASTE REGULARLY

Provide regular and reliable collection of household waste and recyclables.



2 PROMOTE REDUCE, REUSE & RECYCLE

Support recycling programmes and encourage communities to reduce waste.



3 MANAGE DISPOSAL SITES PROPERLY

Ensure waste is disposed of safely at approved sites and that illegal dumping is prevented.



WHY IT MATTERS

Good waste management keeps our communities clean, protects the environment, reduces disease, and supports a healthy, dignified life for all.



KEY SERVICE 5



ROADS & TRANSPORT

Well-maintained roads and transport systems connect people, support local economies, and improve everyday life.



WHAT MUNICIPALITIES MUST DO



1 BUILD & MAINTAIN ROADS

Construct new roads, repair potholes, resurface streets, and maintain drainage systems.



2 PROVIDE & REGULATE TRANSPORT SERVICES

Maintain taxi ranks, bus stops, and pedestrian walkways to support safe and reliable travel.



3 IMPROVE ROAD SAFETY & TRAFFIC MANAGEMENT

Install traffic lights, road signs, markings, and speed management measures to reduce accidents.



WHY IT MATTERS

Good roads and transport connect communities to jobs, schools, healthcare, and opportunities. Poor roads and transport lead to higher costs, delays, and accidents.



KEY SERVICE 6



COMMUNITY SERVICES

Community services support wellbeing, inclusion, and a better quality of life for all.



WHAT MUNICIPALITIES MUST DO



1 SUPPORT EDUCATION & YOUTH DEVELOPMENT

Support libraries, after-school programmes, youth centres, and skills development initiatives.



2 PROMOTE RECREATION, ARTS & CULTURE

Provide parks, sports facilities, playgrounds, and support arts and cultural activities.



3 SUPPORT SOCIAL DEVELOPMENT

Work with partners to support vulnerable groups, care services, and community wellbeing initiatives.



WHY IT MATTERS

Strong community services build safer, healthier, and more connected communities where everyone has the opportunity to thrive.



WHY CITIZENS



SHOULD PAY ATTENTION

Your municipality provides essential services that affect your daily life. Staying informed and speaking up leads to better services for all.



HERE'S WHY IT MATTERS



1 WHEN THESE SERVICES FAIL, DAILY LIFE BECOMES HARDER AND UNSAFE.

Poor service delivery affects your health, safety, opportunities, and quality of life.



2 MUNICIPAL BUDGETS MUST PRIORITISE THESE CORE SERVICES ABOVE LUXURIES.

Public funds should be used for what communities need most.



3 COMMUNITIES HAVE THE RIGHT TO DEMAND QUALITY SERVICE DELIVERY.

You have the power to hold leaders accountable and ensure services improve.



4 REPORT FAILURES OR CORRUPTION THROUGH THE UBIKO TOOL.

Your voice helps stop corruption and builds stronger, more transparent municipalities.



**TOGETHER,
WE CAN**

Informed citizens, active communities,
and accountable leaders create municipalities
that work for everyone.





YOUR ROLE

MATTERS! GET INVOLVED

You have the power to make a difference.
Stay informed, speak up, and work together
for better services in your community.



WHAT YOU CAN DO



1 STAY INFORMED

Read municipal budgets, plans, and reports. Knowledge is power.



2 SPEAK UP

Attend public meetings, ask questions, and share your views with leaders.



3 WORK TOGETHER

Join with others in your community to watch over services and budgets.



4 USE THE UBIKO TOOL

Report failures, corruption, or waste. Your report can create change.



TOGETHER, WE CAN

When citizens and leaders work together,
we build municipalities that deliver
quality services and create better lives
for everyone.



Funded by
the European Union



SOCIAL CHANGE
ASSISTANCE TRUST



TRANSPARENCY
INTERNATIONAL
the global coalition against corruption